

**WHAT IS CLAIMED IS:**

1. A system for managing compliance with service level agreements, comprising:

a storage device for storing information corresponding to at least one service level agreement;

a policy manager to determine a service level agreement corresponding to each of one or more delivery jobs using the information corresponding to the at least one service level agreements;

a queue manager to create a prioritized list of the one or more delivery jobs to be delivered in accordance with the priority determined for the one or more delivery jobs; and

a delivery manager to deliver the one or more jobs in accordance with the prioritized list.

2. The system recited in claim 1, wherein said one or more delivery jobs are originated by one or more of a low-priority single-address subscriber, a high-priority single address subscriber, a broadcast subscriber, a free subscriber and an off-peak subscriber.

3. The system recited in claim 1, further comprising a dynamic storage device to store dynamic information relating to a delivery resource to which the one or more jobs can be delivered.

4. The system recited in claim 3, further comprising a routing manager to determining efficient routing for the one or more delivery jobs in the prioritized list.

5. The system recited in claim 3, further comprising a sweeper that re-prioritizes one or more of the delivery jobs in the queue.

6. The system recited in claim 1, further comprising a log manager that receives processing status information from the delivery manager and stores the processing information for generation of status reports.

7. The system recited in claim 1, wherein the queue manager determines a penalty value for each of the one or more jobs in the prioritized list.

8. The system recited in claim 1, wherein the queue manager determines a benefit value for each of the one or more jobs in the prioritized list.

9. A method for managing compliance with service level agreements, comprising the steps of:

storing information corresponding to at least one service level agreement;

determining a priority for each of one or more delivery jobs using the information corresponding to the at least one service level agreements;

creating a prioritized list of the one or more delivery jobs to be delivered in accordance with the priority determined for the one or more delivery jobs; and

delivering the one or more jobs in accordance with the prioritized list.

10. The method recited in claim 9, further comprising the step of storing dynamic information relating to delivery resource to which the one or more jobs can be delivered.

11. The method recited in claim 10, further comprising the step of re-prioritizing one or more of the delivery jobs in the queue.

12. The method recited in claim 10, further comprising the step of efficiently routing the one or more delivery jobs in the prioritized list.

13. The method recited in claim 9, further comprising the steps of:  
receiving processing status information from the delivery manager; and  
storing the processing information.

14. The method recited in claim 13, further comprising the step of generating a status report from the stored processing information.

15. A system for delivering messages in one or more delivery jobs in accordance with one or more delivery requirements, comprising:

a static store to store one or more delivery records, each delivery record having one or more delivery parameters;  
a policy manager to obtain a delivery record corresponding to each delivery job;

a queue manager to create a prioritized list of delivery jobs and assign each delivery job an initial priority;

a routing manager to determine optimal routing for each job; and  
a delivery manager to deliver each delivery job in accordance with the prioritized list of delivery jobs.

16. The system recited in claim 15, wherein each record contains one or more of a record identification, a time-to-first attempt, a time to last attempt and an initial priority.

17. The system recited in claim 16, wherein each record further includes one or more of a priority increment, a minimum retry count and a minimum retry interval.

18. The system recited in claim 15, wherein if delivery of a delivery job is unsuccessful, the delivery manager retries delivery of the delivery job.

19. The system recited in claim 18, wherein the delivery manager only retries delivery of the delivery job when that retry is purposeful.

20. The system recited in claim 18, wherein prior to retry of delivery of the delivery job, the queue manager seeks new routing for the job.

21. The system recited in claim 15, wherein the optimal routing is determined on a least cost basis.

22. A method for delivering messages of one or more delivery jobs in accordance with one or more delivery requirements, comprising the steps of:

storing one or more delivery records, each delivery record having one or more delivery parameters;

obtaining a delivery record corresponding to each delivery job;

creating a prioritized list of delivery jobs and assigning each delivery job an initial priority;

determining optimal routing for each job; and

delivering each delivery job in accordance with the prioritized list of delivery jobs.

23. The method recited in claim 22, further comprising the step of retrying delivery of a delivery job when delivery of a delivery job is unsuccessful.

24. The method recited in claim 23, further comprising the step of retrying delivery of the delivery job when that retry is purposeful.

25. The method recited in claim 23, further comprising the step of determining new routing for the delivery job prior to retrying delivery of the delivery job.

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27. A system for delivering messages in delivery jobs, comprising:

means for classifying each delivery job according to a type of subscriber originating the delivery job;

means for obtaining a service level agreement record corresponding to each delivery job, the service level agreement record obtained being dependent upon the type of subscriber originating the delivery job;

means for assigning a priority to each delivery job in accordance with the service level agreement record obtained; and

means for delivering each delivery job in accordance with its assigned priority.

28. The system recited in claim 27, further comprising means for determining optimal routing for each delivery job.

29. The system recited in claim 27, wherein the type of subscriber originating the delivery job is one of a broadcast subscriber, a high-priority single address subscriber, a low-priority single address subscriber, a free subscriber and an off-peak subscriber.

30. The system recited in claim 27, further comprising means for creating a prioritized list of delivery jobs in accordance with the priority assigned to each delivery job.

31. The system recited in claim 30, further comprising means for re-prioritizing delivery jobs in the prioritized list.

32. The system recited in claim 27, further comprising means for retrying delivery of delivery jobs that are unsuccessful.

33. The system recited in claim 32, further comprising means for retrying delivery of delivery jobs that are unsuccessful only where the retry is purposeful.

34. A method for delivering messages in delivery jobs, comprising the steps of:  
classifying each delivery job according to a type of subscriber originating the delivery job;  
obtaining a service level agreement record corresponding to each delivery job, the service level agreement record obtained being dependent upon the type of subscriber originating the delivery job;  
assigning a priority to each delivery job in accordance with the service level agreement record obtained; and  
delivering each delivery job in accordance with its assigned priority.

35. The method recited in claim 34, further comprising the step of determining optimal routing for each delivery job.

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36. The method recited in claim 34, further comprising the step of creating a prioritized list of delivery jobs in accordance with the priority assigned to each delivery job.

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A1 37. The method recited in claim 36, further comprising the step of re-prioritizing delivery jobs in the prioritized list.

38. The system recited in claim 34, further comprising means for retrying delivery of delivery jobs that are unsuccessful.

39. The system recited in claim 38, further comprising mean for retrying delivery of delivery jobs that are unsuccessful only where the retry is purposeful.

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